

THE ACC LIVERPOOL GROUP

Job Description & Role Profile



Food and Beverage/Food and Beverage – Sports and Entertainment

Staffing Manager

REPORTS TO: Head of Food and Beverage Services – Sports and Entertainment

DIRECT REPORTS: Staffing Co-ordinators and Workforce Admin – Casual

JOB PURPOSE

To lead and manage the workforce function across Food and Beverage – Sports and Entertainment, ensuring effective recruitment, onboarding, welfare, learning & development, shift booking, and payroll administration. The Staffing Manager will play a pivotal role in building a motivated, skilled, and engaged workforce that supports the delivery of world-class events, embedding the “One Team” culture throughout all staffing processes.

MAIN DUTIES AND RESPONSIBILITIES

- Manage recruitment and onboarding of casual and permanent staff, ensuring compliance with HR policies and procedures.
- Develop core casual workforce of 300 across all F&B departments.
- Manage workforce scheduling and shift booking systems to ensure operational coverage across events.
- Administer payroll processes accurately and on time, liaising with Finance and HR teams.
- Lead welfare initiatives, ensuring staff wellbeing and engagement are prioritised.
- Collaborate with Learning & Development to design and deliver training programmes that enhance skills and service standards.
- Maintain accurate workforce records and reporting, including attendance, payroll, and compliance documentation.
- Support operational managers with staffing requirements, ensuring flexibility and responsiveness to event demands.

- Act as the key point of contact for workforce queries, grievances, and welfare concerns.
- Develop relationships with key agencies and ensure compliance with F&B service standards and policies.
- Drive continuous improvement in staffing systems, processes, and communication.
- Develop reward and recognition program for department.
- Support diversity, inclusion, and sustainability initiatives

MANAGEMENT / SUPERVISOR RESPONSIBILITIES

- Line management of casual staffing coordinators and administrative support.
- Responsibility for recruitment, training, and retention of the casual workforce.
- Ensure compliance with employment law, HR policies, and health & safety requirements.
- Foster a collaborative and supportive environment, embedding “One Team” values.

STRATEGIC RESPONSIBILITIES

- Develop relationships and drive profile of shared Food labour support across campus and wider F&B providers across Liverpool.

GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to The ACC Liverpool Group’s Health and Safety policies and procedures and to observe a duty of care to all visitors, staff, and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised, and updated involving the post holder.

ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
TRAINING & QUALIFICATIONS	HR/Workforce Management qualification or equivalent experience	Essential	Application
EXPERIENCE	Proven experience in workforce management, recruitment, payroll, and L&D in a sports or Leisure environment	Essential	Application / Interview
SKILLS & KNOWLEDGE	Strong organisational skills, HR systems knowledge, payroll administration, training delivery	Essential	Interview / Test
KEY ATTRIBUTES	People-focused, empathetic, detail-oriented, ability to balance welfare with operational needs	Essential	Interview

Key for How Measured:

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date